

MINISTRY OF THE ENVIRONMENT

2008-2009 Accessibility Plan

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Introduction

Ontario is making progress toward building an accessible province by 2025. The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) has laid the foundation to meet this goal. Under the act, Ontario is developing standards that will remove the barriers faced by people with disabilities.

On January 1, 2008, the first accessibility standard under the act came into force. Through the Accessibility Standards for Customer Service, people of all abilities will be able to get the service they need. Public sector organizations, including the Ontario government, will need to comply with this standard by 2010. Private sector and non-profit organizations will need to comply by 2012.

Next year, more standards will be released in other important areas, including:

- Information and communications
- Transportation
- Employment
- The built environment.

The Ministry of the Environment's sixth annual accessibility plan highlights 2007-2008's achievements to break down barriers for people with disabilities. It also outlines this ministry's commitments in the coming year to make programs, policies and services more accessible for all Ontarians.

This ministry will continue its efforts to educate and inform staff about the importance of accessibility and the requirements of the AODA and its standards. In the past year, we have done this through various means, such as eMOE newsletter articles, intranet updates, staff presentations and organized tours. In the coming year, the ministry will establish an accessible customer service policy, and develop and implement a training strategy to support compliance with the new accessible customer service standards. Details of other initiatives to identify, remove and prevent barriers are provided on the pages that follow.

This accessibility plan is unique, because it reflects our transition between the AODA and the Ontarians with Disabilities Act, 2001 (ODA). The ODA applies to the Ontario government and all broader public sector organizations. Under this act, the ministry develops annual accessibility plans to make its policies, programs, services and buildings more accessible to people with disabilities.

Through the ODA, accessibility planning has laid a strong foundation for the Ministry of the Environment to build on. This ministry will continue to help make Ontario more accessible for people with disabilities and a more inclusive society for all Ontarians.

An executive summary of all Government of Ontario Ministry Accessibility Plans is available at http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/planning/ministries_acplans09.htm.

Report on Status of Customer Service Requirements

Focus Area: Customer Service

Commitment: Completed

We will encourage staff to complete the Centre for Leadership and Learning's "May I Help You? Welcoming Customers with Disabilities" e-learning course, which was launched to all OPS staff in December 2007.

Implementation Timeframe: September 2007 – November 2008

Results Achieved: The "May I Help You?" e-learning course was promoted in a December 2007 eMOE article and is highlighted in the "Focus On" section on our MOE ODA-AODA intranet site. The launch of the e-learning course was communicated to all OPS managers in a hub email in October 2007 and to all OPS staff in December 2007.

Staff in the ministry's Public Information Centre and members of the ministry's accessibility planning working group will complete the course by the end of December 2008.

Focus Area: Customer Service

Commitment: Ongoing

The ministry will continue to ensure that the ministry's Environmental Registry is accessible.

Implementation Timeframe: September 2007 - March 2010

Results Achieved: An enhanced, re-engineered and accessible Environmental Registry System (ERS) was released in March 2007 for ongoing public use. The new ERS features new tools, such as improved search functions, to make it easier to use and was designed with accessibility in mind. While the previous version of the Environmental Registry was made accessible as a result of the passage of the Ontarians with Disabilities Act, 2001, the new version was designed from the ground up to be accessible by meeting or exceeding priority 1 and 2 checkpoints developed by the W3C Web Accessibility Initiative.

Planned Action: The ministry will monitor and continue to ensure the ERS meets OPS information technology accessibility standards.

Focus Area: Customer Service

Commitment: Ongoing

We will maintain and update the ministry's ODA-AODA intranet website to inform staff about the ODA, the AODA and accessibility.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: The ministry's ODA-AODA intranet site is updated on an ongoing basis to highlight new and existing accessibility resources.

Planned Actions: As part of the ministry's intranet project, we will revise the ministry's ODA-AODA intranet to focus on the AODA, its standards and compliance requirements, and share new resources as they

become available. We will consider feedback received through the staff survey to improve the site, including the comments page. We will also consider ways to promote the ODA-AODA site and encourage staff to submit ongoing accessibility-related comments, once the site has been updated.

Focus Area: Customer Service

Commitment: Ongoing

We will consider accessibility when planning ministry events and conferences (e.g., MOE Emerald Awards Ceremony).

Implementation Timeframe: September 2007 - March 2010

Results Achieved: Accessibility was considered in the planning of the 2007 Emerald Awards Ceremony. For example, accommodation needs were requested in follow up calls to award recipients and invitations to staff, and accessibility was considered in the event location and stage access.

Planned Action: We will continue to encourage staff to consider accessibility needs when planning ministry meetings and events. We will promote the Accessibility Directorate of Ontario's (ADO) guide, entitled: "Plan an Accessible Meeting", and provide other resources as part of our education and outreach activities to promote accessibility awareness with staff. Activities will include staff presentations, lunch and learn sessions, eMOE articles and updates to our ODA-AODA intranet.

Focus Area: Customer Service

Commitment: Ongoing

The public and staff may not be aware that the ministry's Public Information Centre and Human Resources Branch have TTY numbers. We will update the Government of Ontario's PACE database to ensure that the ministry's TTY numbers are published in Info-Go and the Government of Ontario Telephone Directory.

The ministry's Communications Branch and Human Resources Branch will update their letterhead and staff business cards to include TTY numbers as supplies are ordered. The ministry will also ensure that the TTY numbers are posted on our Internet and intranet sites.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: The Government of Ontario's PACE database has been updated and the ministry's TTY numbers are now published in Info-Go. The TTY numbers are also posted as appropriate on the ministry's Internet and intranet. The ministry's Public Information Centre and Strategic Business Unit (formerly known as the Human Resources Branch) have updated their letterhead. Business cards are updated to include TTY numbers as new cards are ordered.

Planned Actions: We will consider the need for additional TTY machines in key ministry offices and provide training and a "how to" guide to staff. We will also post "how to" guides for TTY and Bell Relay Services on the ministry's ODA-AODA intranet and inform staff of these resources in our education and outreach strategy.

Focus Area: Customer Service

Commitment: New

The ministry will establish an accessible customer service policy, as well as associated practices and procedures, in accordance with the requirements of the new accessible customer service standards.

Implementation Timeframe: January 2009 – March 2010

Planned Actions: The ministry's proposed accessible customer service policy and the associated practices and procedures will address the requirements for accessible formats, feedback mechanisms, service disruption processes, a framework for compliance monitoring and reporting, and an annual internal audit for ongoing improvements, as well as any other requirements of the standard. The rollout will be coordinated with the implementation of the new OPS Service Directive.

Focus Area: Customer Service

Commitment: New

The ministry will develop and implement a ministry training strategy related to the delivery of customer service to people with disabilities in accordance with the requirements of the accessible customer service standards.

Implementation Timeframe: January 2009 - March 2010

Planned Actions: We will make the Centre for Leadership and Learning's "May I Help You? Welcoming Customers with Disabilities" e-learning course mandatory for all staff and develop enhanced, customized training for staff as required. The strategy will include a tracking, monitoring and reporting process. Training in accessible customer service will be included in all staff performance management plans for 2009/2010. Training requirements will also be incorporated into the process for new hires. We will also re-post the ADO's "How to Welcome Customers with Disabilities" guide on our MOE ODA-AODA intranet.

Focus Area: Customer Service

Commitment: New

The ministry will develop a strategy and identify resources for providing information in an accessible format.

Implementation Timeframe: January 2009 – March 2010

Planned Actions: The proposed strategy will consider the various ways that information can be provided (e.g., walk-in, telephone, email, Internet, intranet, publications, etc). A small task group, led by the ministry's accessibility planning coordinator and comprised of representatives from key program areas, such as Communications Branch and Information Management and Access Branch, will consult with program areas to develop this strategy.

Focus Area: Customer Service

Commitment: New

The ministry will develop a strategy to ensure that organizations that provide services on behalf of the ministry are aware of the requirements of the accessible customer service standards and are provided with information about how to meet these standards.

Implementation Timeframe: January 2009 – March 2010

Planned Actions: The proposed strategy will include communication and outreach to the ministry's agencies, boards and commissions, transfer payment agencies and vendors, and address other requirements as appropriate of the accessible customer service standards.

Report on Other Accessibility Commitments

Accessibility Improvement Initiatives to Identify, Remove or Prevent Barriers in preparation for AODA standards currently under development.

Focus Area: Information and Communications

Impact: Service

Commitment: Ongoing

We will continue to promote accessibility-related events, such as the MCSS Accessibility Expo, through a variety of means (e.g., eMOE newsletter, ODA-AODA intranet site, MOE accessibility planning working group, management team updates, etc.)

Implementation Timeframe: September 2007 – March 2010

Results Achieved: Events, such as the 2008 Accessibility Expo, the Royal Ontario Museum's "Out from Under" accessibility exhibit, and the Off the Cuff Speaker Series with the Lieutenant Governor of Ontario, were promoted through the working group, eMOE newsletter Calendar of Events, and other means (e.g., MOE intranet).

Planned Action: We will continue to promote accessibility-related events and learning opportunities through these means.

Focus Area: Information and Communications

Impact: Service

Commitment: Ongoing

We will continue to make the guide to accessible formats for government publications available to the public and staff. We will inform staff about the process for responding to requests for publications in alternate formats in an eMOE newsletter article.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: The "Guide to Multiple Formats for Communications", which gives guidance about providing equal access to information, and the "Guide to Alternative Formats for Government Publications", which gives guidance to staff about the process for handling requests for publications in alternate formats to

print, is posted on the ministry's ODA-AODA intranet. An article, entitled: "Requests for Publications in Alternate Formats", was published in eMOE in April 2008.

Planned Action: We will continue to inform staff about the importance of providing information in an accessible format through our education and outreach activities.

Focus Area: Information and Communications

Impact: Service

Commitment: Ongoing

We will continue to invite staff to submit accessibility-related questions or feedback through the ministry's ODA-AODA intranet site. We will maintain a log to track and follow up on all accessibility-related inquiries.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: A feedback page is provided on the MOE ODA-AODA intranet under "Contact Us".

Planned Actions: We will consider further ways to encourage staff to provide accessibility-related feedback when we revise our ODA-AODA intranet site. We will update our log to track and follow up on these inquiries.

Focus Area: Information and Communications

Impact: Service

Commitment: Ongoing

The ministry's intranet website may contain barriers to accessibility. MOE is reviewing the use and design of its intranet site as a priority project stemming from the ministry's 2006 Employee Engagement Initiative. In 2007/08, MOE's intranet website will be redesigned. We will consider accessibility in the redesign of the website.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: The creation of the ministry's Intranet Working Group has allowed the theme of "no barriers" to be shared amongst divisions and branches, and provided a forum to discuss the importance of having accessible web products. At the heart of the ministry's Intranet Renewal and Redesign Project is the ability for all OPS and ministry staff to collaborate with one another reflecting accessibility for all.

Planned Actions: Communications Branch will be working with the Land and Resources Information and Information Technology (I&IT) Cluster and identified MOE staff to ensure that all web products (both internal and external) are designed to be accessible.

Communications Branch is currently developing a Web Communications Strategy that will be aligned with various OPS and MOE initiatives, including AODA requirements. In the development of both the new intranet and Internet sites, an accessibility testing and review phase will be included.

Focus Area: Information and Communications

Impact: Program

Commitment: Ongoing

Ministry staff may require additional training and support to make electronic documents accessible for Internet posting and email distribution. We will investigate options for providing training to ministry staff in key program areas on how to make electronic documents accessible.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: The web accessibility guide has been revised and posted on the ministry's ODA-AODA intranet site. An eMOE article will be published in December 2008 to inform staff about the revised guide and about the importance of making electronic documents accessible.

Planned Action: We will continue to investigate options for providing resources and training to ministry staff in key program areas on how to make electronic documents accessible.

Focus Area: Information and Communications

Impact: Service

Commitment: Ongoing

Managers and staff require ongoing information and education about the ODA-AODA and accessibility. We will educate managers and staff on the ODA-AODA and accessibility through a number of vehicles, such as the ministry's ODA-AODA intranet site, eMOE newsletter articles, accessibility planning working group meetings, staff updates through monthly managers meetings, and presentations to management teams and staff on accessibility-related topics.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: Information and education about the ODA-AODA has been provided to managers and staff through a variety of means. For example, the ministry's ODA-AODA intranet site was updated in 2007-08 to include new resources, such as the guide on "How to Plan Accessible Events", as well as existing resources, such as the OPS Employment Accommodation and Return to Work Policy, and the Employment Accommodation Fund for People with Disabilities.

A number of accessibility-related presentations were made to managers and staff in the past year (e.g., senior management committee, business services and administrative managers network, drinking water administrative assistant working group, student network). Tours of the CNIB Centre were also organized for the ministry's accessibility planning working group in November 2007 and the ministry's facilities management team in August 2008 to learn about the universal design concept reflected in the Centre's construction and CNIB services, and participate in an experiential vision module.

Planned Actions: We will develop an education and outreach strategy to inform staff about the existing requirements of the ODA and the new requirements under the AODA, including the accessible customer service standards and other standards currently under development, as well as resources and contacts to support accessibility. We will consider a variety of forums to promote accessibility awareness (e.g., staff presentations, lunch and learn sessions, eMOE articles, etc.).

Focus Area: Information and Communications

Impact: Service

Commitment: Ongoing

We will continue to test ministry Internet sites for accessibility as they are developed or modified.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: Accessibility testing has now been included in all development cycles. New software has been purchased to aid Communications Branch in testing all web products. This software helps staff to verify the accessibility of web products.

Planned Actions: Communications Branch is currently restructuring both its internal and external web products. A full accessibility testing and review phase will be included in future web developments to ensure accessible websites. Communications Branch has hired a new Corporate Web Editor with experience at the Ministry of Community and Social Services and the ADO. This individual will act as accessibility lead tester for all future web developments.

Focus Area: Information and Communications

Impact: Service

Commitment: Ongoing

We will continue to inform staff about the ministry's annual accessibility plan.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: The release of the ministry's 2007-08 accessibility plan was communicated to all staff in a hub email in October 2007. The plan is also highlighted on the ministry's ODA-AODA intranet.

Planned Actions: We will inform staff about the ministry's 2008-09 accessibility plan in a hub email to all staff, an eMOE article and through our education and outreach strategy (e.g., staff presentations). We will also post it on our ODA-AODA intranet site.

Focus Area: Information and Communications

Impact: Program

Commitment: New

We will promote the use of CNIB's "Clear Print Accessibility Guidelines" in the preparation of ministry materials.

Implementation Timeframe: January 2009 – March 2010

Planned Actions: Communications Branch uses the principles of CNIB's clear print accessibility guidelines wherever possible and ensures that their various vendors/designers are also aware of the guidelines. We

will continue to consider these guidelines when preparing communication materials (e.g., eMOE newsletter, Emerald Awards ceremony program).

Focus Area: Built Environment

Impact: Service

Commitment: Completed

The west wing doors at the ministry's Resources Road facility are difficult to open at times. Ministry facilities management staff will work with the Ontario Realty Corporation (ORC) to complete an air balancing project, which will improve the operation of the doors at the Resources Road facility.

Implementation Timeframe: September 2007 – November 2008

Results Achieved: This issue was addressed by the end of summer 2008, and the west wing doors are now operating properly.

Focus Area: Built Environment

Impact: Policy

Commitment: Completed

Emergency Management Ontario's "Emergency Preparedness Guide for People with Disabilities/Special Needs" will be incorporated into the ministry's continuity of operation plan (COOP). COOP leads will be made aware of the guide and incorporate it as appropriate. Further, the guide will be posted on the ministry's Emergency Management Program website and ODA-AODA intranet site.

Implementation Timeframe: September 2007 – November 2008

Results Achieved: The guide was shared with the ministry's Continuity of Operations Development Committee and the link to the guide has been posted on the ministry's Emergency Management Program intranet site under Personal Planning. The guide has also been posted on the ministry's ODA-AODA site.

Focus Area: Built Environment

Impact: Policy

Commitment: Ongoing

We will continue to ensure that the standards for the barrier-free design of Ontario Government facilities are implemented as existing space is renovated and/or new space is obtained.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: ORC's 2006 "Standards for Barrier-Free Design of Ontario Government Facilities" was shared with the ministry's facilities management team. The ministry's ODA-AODA intranet was updated to reflect the 2006 standards, which replace the 2004 ORC standards.

Planned Action: The ministry's facilities management team will continue to ensure that the ORC 2006 standards are implemented as existing space is renovated and/or new space is obtained.

Focus Area: Built Environment

Impact: Program

Commitment: New

We will consider accessibility in our ministry's accommodation planning.

Implementation Timeframe: January 2009 – March 2010

Planned Actions: We will look at opportunities to incorporate accessibility improvements in upcoming projects in Owen Sound, Newmarket, 135 St. Clair Ave. West, Toronto, and Ferguson Block, Queen's Park.

We will also share the ADO's guide on making buildings and spaces accessible and provide other resources as part of our education and outreach activities.

Focus Area: Employment

Impact: Program

Commitment: Completed

We will inform managers and supervisors about a new guide called: "From Disabilities to Possibilities: A Guide to Hiring, Training and Retaining People with Disabilities" through an eMOE article. We will also include information about it in our online Toolkit for Managers and Supervisors.

Implementation Timeframe: September 2007 – November 2008

Results Achieved: An article about accessible employment, including resources available on the MOE ODA-AODA intranet, will be published in October 2008. The Toolkit for Managers and Supervisors has been updated to reflect these new resources.

Focus Area: Employment

Impact: Program

Commitment: Ongoing

We will update the ministry's First Month Orientation Checklist for new staff with new information about the ODA-AODA as it becomes available.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: The First Month Orientation Checklist contains information about the ODA-AODA for new staff, such as the OPS Employment Accommodation and Return to Work Policy.

Planned Action: We will consider further opportunities to update the MOE Orientation intranet site with accessibility-related information (e.g., add "May I Help You?" e-learning course to the First Month Orientation Checklist).

Focus Area: Employment

Impact: Policy

Commitment: Ongoing

Managers may require additional training on how to accommodate job applicants and employees with disabilities. We will remind new managers and supervisors through the ministry's online toolkit to complete the mandatory eLearning course available on the Centre for Leadership and Learning intranet site. We will investigate options for additional training for managers and supervisors to assist them in meeting the government's obligations under the ODA.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: The ODA-AODA Toolkit for Managers and Supervisors was posted on the ministry's ODA-AODA intranet in the fall 2007. In December 2007, the ministry's Strategic Business Unit led an exercise on how to prepare barrier-free job ads at a Business Services and Administrative Managers (BSAM) Network meeting. A presentation about Accessibility in Employment and the OPS Employment Accommodation and Return To Work Policy was also made to BSAMs in May 2008. In June 2008, all managers were informed of the launch of the new Regional Recruitment Centres and provided a copy of the new "Competing for Top Talent: A Recruitment Handbook", which highlights diversity and accessibility considerations.

Planned Action: We will continue to remind managers about accessibility-related training, such as the mandatory e-learning course, called: "The Ontarians with Disabilities Act – Maximizing the Contribution of Employees with Disabilities", as well as resources, such as the OPS Employment Accommodation and Return to Work Policy and the Employment Accommodation Fund in our outreach activities (e.g., staff presentations).

Focus Area: Employment

Impact: Policy

Commitment: New

We will consider accessibility in our ministry's recruitment activities.

Implementation Timeframe: January 2009 – March 2010

Planned Actions: We will inform managers about accessibility-related recruitment activities as information is provided by Regional Recruitment Centres. We will also share the ADO's guide on how to make the workplace accessible and provide other resources as part of our education and outreach activities with managers.

Focus Area: Transportation

Impact: Policy

Commitment: New

We will continue to consider accessibility in our ministry's fleet management services.

Implementation Timeframe: January 2009 – March 2010

Planned Action: The ministry will continue to provide assistance to staff, who may require modifications to vehicles to perform their job functions. To better inform staff of this assistance, we will update the ministry's Fleet Management Services intranet site to include information about the OPS Employment Accommodation and Return to Work Operating Policy, as well as the Employment Accommodation Fund for People with Disabilities, and include a contact name.

Focus Area: Other

Impact: Service

Commitment: Completed

We will inform staff about the Ministry of Community and Social Services' new public accessibility awareness campaign, called "AccessOn", and include a link on the ministry's ODA-AODA intranet site.

Implementation Timeframe: September 2007 – November 2008

Results Achieved: The "AccessOn" website is highlighted in the "Focus On" section of our MOE ODA-AODA intranet. An eMOE article about the AccessOn campaign was published in June 2008.

Focus Area: Other

Impact: Act/Regulations

Commitment: Completed

Existing ministry legislation should be reviewed for possible barriers to accessibility. The Safe Drinking Water Act, 2002 and its regulations will be reviewed to identify any barriers to accessibility.

Implementation Timeframe: September 2007 – November 2008

Results Achieved: The Safe Drinking Water Act, 2002 and its regulations have been reviewed and contain no barriers to accessibility; nevertheless, some accessibility-related enhancements were identified. These enhancements will be brought forward as amendments to the Act or its regulations are made.

Focus Area: Other

Impact: Act/Regulations

Commitment: Ongoing

The ministry will continue to consider accessibility issues in the development and review of ministry acts and regulations.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: Accessibility is considered in the development of new legislation and regulations, such as the Lake Simcoe Protection Act, 2008, the Cosmetic Pesticides Ban Act, 2008 and the Safeguarding and Sustaining Ontario's Water Act, 2007. The ministry's Legal Services Branch is implementing a mandatory check list regarding accessibility issues for all new and amending acts and regulations.

Planned Actions: All MOE Acts and regulations will be reviewed to identify any barriers to accessibility. We will also consider accessibility issues when reviewing proposals for legislation. Legal Services Branch will ensure that accessibility issues are included in its educational activities.

Focus Area: Other

Impact: Service

Commitment: Ongoing

We will continue to raise staff awareness about the barriers to access and the universal benefits of accessibility by writing regular eMOE newsletter articles.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: A number of accessibility-related articles were published in our eMOE newsletter in 2007-08 (i.e., December 2007, February 2008, April 2008, June 2008, August 2008, etc.).

Planned Actions: We will continue to publish eMOE articles to educate staff about the barriers to accessibility. Many people with disabilities identify attitude as a major barrier.

Since words can influence and reinforce our perceptions about people with disabilities, we will encourage staff to consider accessibility in their language and will promote the ADO guide, entitled: "Talk about Disabilities – Choose the Right Words", in our education and outreach activities.

Focus Area: Other

Impact: Policy

Commitment: Ongoing

We will continue to provide staff with the resources to incorporate accessibility considerations into all procurement activities. Information about ODA procurement requirements is maintained on the ministry's procurement intranet website.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: The links to the MGS "Tools for Implementing the Procurement Requirements of the ODA" have been revised on the ministry's procurement and ODA-AODA intranet sites.

Planned Action: We will investigate options for providing additional resources and training to ministry staff on how to consider accessibility in their procurement activities. We will follow up with the Ministry of Government Services' Supply Chain Management Division or contact other organizations for assistance.

Focus Area: Other

Impact: Service

Commitment: Ongoing

The ministry will explore the purchase of videoconferencing equipment at additional locations and provide staff with appropriate training, thereby make meetings more accessible to a broad range of staff. To date, the ministry has installed videoconferencing equipment in over fifteen locations across the province.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: In 2007-08, the ministry purchased videoconferencing equipment for six new locations. We now have 23 units in 15 locations across the province.

From a greening point-of-view, a joint pilot study with the Ministry of Government Services (MGS) and MOE's Northern Region has saved over 15,500 pounds of carbon emissions and an estimated \$24,000 in one year (May 2007 – May 2008). This capability further supports local office accessibility and work-life balance, avoiding possibly challenging transportation, timing and special, additional facility arrangements in other locations.

Planned Action: We will explore additional opportunities to provide training to staff to promote the use of the videoconference equipment.

Focus Area: Other

Impact: Program

Commitment: Ongoing

We will continue to convene quarterly meetings of the ministry's accessibility planning working group to monitor commitments in our annual accessibility plan and to improve accessibility for employees and the public by identifying barriers and measures to prevent or remove them.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: The working group met on a quarterly basis in 2007-08. Updates were provided to members on an ongoing basis by email.

Planned Action: We will reconfirm the membership and mandate of our accessibility planning working group, given the ministry reorganization and work needed to support AODA compliance.

Focus Area: Other

Impact: Service

Commitment: Ongoing

We will follow up on any accessibility-related issues identified through our online survey posted on our ODA-AODA intranet.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: The ministry's accessibility planning coordinator has followed up on issues identified through the ODA-AODA staff survey.

Planned Actions: We will prepare a report on the survey results and post it on our MOE ODA-AODA intranet site. We will also prepare an eMOE article to communicate the survey results to staff.

Focus Area: Other

Impact: Service

Commitment: Ongoing

The ministry will continue to support the Accessibility Directorate of Ontario in the implementation of the AODA.

Implementation Timeframe: September 2007 – March 2010

Results Achieved: The ministry's accessibility planning coordinator is an active member of the accessibility planning community of interest and helped to establish an informal network of ministry planning leads, which meets on a bi-weekly basis to discuss accessibility-related matters.

The ministry also participates on the interministerial committee for the Built Environment Standards Development Committee.

Planned Action: The ministry will continue to support the Accessibility Directorate of Ontario and the MGS OPS Diversity Office to support the implementation of the AODA in the OPS.

Focus Area: Other

Impact: Program

Commitment: New

We will include an accessibility learning component in divisional conferences and annual learning events, as appropriate.

Implementation Timeframe: January 2009 – March 2010

Planned Action: The ministry's accessibility planning working group will follow up to identify divisional conferences and annual learning events, where an accessibility learning component can be included.

For More Information

Questions or comments about the ministry's accessibility plan are always welcome.

Please phone:

General inquiry number: 416-325-4000

TTY number: 1-800-515-2759 or 416-326-9236

1-800 number: 1-800-565-4923

E-mail: picemail.moe@ontario.ca

Ministry website address: <http://www.ene.gov.on.ca/>

Visit the Ministry of Community and Social Services Accessibility Ontario web portal at: www.mcass.gov.on.ca/accessibility/index.html. The site promotes accessibility and provides information and resources on how to make Ontario a barrier-free province.

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